



Automatic Digital Exposure Notification

A **digital exposure notification** is an automatic text or email alert sent to all contacts that informs them of their exposure and provides them with recommended quarantine and testing dates. This micro-training covers the **basics of digital exposure notifications for contacts**, including: how to send a digital exposure notification, how to check notification status, and how to begin reviewing a notification. **For more detailed information, please review [the full job aid for Digital Exposure Notification](#).**

Reviewing Key Information and Sending a Notification

The screenshot displays the CCTO system interface for a contact named 'Gandalf the Grey'. The interface is divided into several sections:

- Basic Info:** Includes fields for First Name (Gandalf), Middle Name (21), Last Name (the Grey), Preferred Name, Date of Birth (DOB) (12/31/2000), Fake DOB (No), Is Minor (No), Household, Household Relationship, and Requires Proxy (No).
- Notification:** Includes a 'Send Notification' toggle (Yes), Text Notification Status (delivered), Status Date (1/21/2021), and Time (12:35 PM).
- Monitoring Details:** Includes fields for Begin Monitoring?, Monitoring Status, Monitoring End Date (1/29/2021), Final Monitoring Outcome, Monitoring Age, Begin Monitoring Date, Last Assessment Date, First Date Symptoms Reported, and Most Recent Date.
- Contact Information:** Includes Country Code, Primary Phone (1-122-333-4445), Phone #2, Phone #3, Email (Gandalf@wizard.com), Preferred Method of Contact (Email), State (NC - North Carolina), Postal Code, and County (Rockingham).
- Source Case Information:** Includes Ongoing Exposure (No), NC-COVID Event ID of Source Patient #1 (106601385), and Last Date of Exposure to Source Patient #1 (1/15/2021).

Red boxes and numbers 1 and 2 highlight key fields and the 'Send Notification' toggle.

#1: Review Key Information:

- **First/Last Name, State, and County** are mandatory fields for all contacts in CCTO.
- **Last Date of Exposure to Source Patient #1** is required to create a notification, as it is used to calculate the quarantine and testing dates sent to your contact. *The end-of-quarantine date sent to the contact will be 14 days from this exposure date unless you manually enter a different date in **Monitoring End Date**.*
- **Primary Phone or Email** is required to send a notification. If both are available, the contact will be sent two notifications.

#2: Save to Send a Notification Automatically:

- The **Send Notification?** toggle updates to "Yes" automatically when all required fields are complete. You do not need to touch this toggle, and turning it off will not prevent a notification from sending.
- Once all required fields are complete, save your work, and a notification will send automatically. *For examples of what contacts receive, please see [the full job aid for Digital Exposure Notification](#).*

REMINDERS ABOUT AUTOMATIC NOTIFICATIONS:

- Always review **Monitoring End Date** when you update required fields to send or re-send a notification, as this determines the end-of-quarantine date that is sent to the contact.
- Notifications send immediately upon saving if all criteria are met, regardless of time of day (*for contacts flowing from NC COVID, this occurs when they enter CCTO between 8AM to 7PM*). An auto-save, which can also send a notification, occurs after 30 seconds of inactivity. Check with your supervisor to see if this may affect your work hours. **For information on re-sending notifications, see page 2 of the [full job aid](#).**



Checking Notification Status and Reviewing a Notification

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Gandalf the Grey
Contact

ARIAS Contact Assessments **All Activities** Recent Monitoring History System Information

✓	Subject	Regarding	Activity Type	Activity Status
	Public Health Notification	Gandalf the Grey	Text Message	Completed
	Public Health Notification	Gandalf the Grey	Email	Completed

History System Information Related

Notification

Send Notification ☒ Yes

Text Notification Status	delivered
Status Date	1/21/2021 12:35 PM

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Gandalf the Grey
Contact

Contact **Assessments** All Activities Recent Monitoring History System Information

records below

✓	Source Contact	Date	Created On	Local Health	Assessment
	Gandalf the Grey	---	1/21/2021 12:35 PM	Rockingham	Notification

A-0000483174
Assessment

Assessment **Notification Contact Info** Suggested Exposures System Information Related

Contact Provided Information		Original Contact Information	
First Name	Gandalf	First Name	Gandalf 21
Middle Name	MiddleName	Middle Name	21
Last Name	the Grey	Last Name	the Grey
Date of Birth (DOB)	12/31/2000	Date of Birth (DOB)	12/31/2000
Primary Phone Number	---	Primary Phone Number	1-984-444-7587

#3: Check Notification Status

- You can confirm that a text and/or email was created by visiting the contact's **All Activities Page**.
- For notifications sent via text, you can also review whether this text was confirmed to be delivered or undelivered to a mobile phone number by reviewing the fields for **Text Notification Status** and **Status Date**. See below for status descriptions.

#4: Review Notification

- If your contact has accessed their notification and provided information in the portal, the **Last Assessment Date** field will have been updated on the profile.
- This information can be found in the contact's **Assessments Page** under the entry marked "Notification." Within this entry, select the page for **Notification Contact Info**. This shows all information that your contact has submitted (which was automatically transferred onto their profile if they submitted a matching last name) against the original information entered in their profile. For more details about reviewing the information on this page, please see the [full job aid for Digital Exposure Notification](#).

TEXT NOTIFICATION STATUS DEFINITIONS:

- Delivered:** Text successfully delivered.
- Sent:** Text sent but delivery unknown as of timestamp in "Status Date."
- Queued, Sending, or Accepted:** Text not yet sent as of timestamp in "Status Date."
- Undelivered or Failed:** Text unsuccessful, likely due to landline number.
- Blank:** No text created.

*These fields will only update once; therefore, texts labeled as "Sent," "Sending," "Queued," or "Accepted" were not yet delivered at the time they were checked by the system (in **Status Date**) but likely were subsequently delivered.*